

Proforma I

भारतीय मानक ब्यूरो
Bureau of Indian Standards
बेंगलुरु शाखा कार्यालय
Bengaluru Branch Office

REPORT OF INVESTIGATION OF PRODUCT QUALITY COMPLAINT AT
COMPLAINANT END

दिनांक/Date: 06-12-2024

Our Ref: Date: बीएनबीओ/2024/PKG/DEC/6/ Complaint No. P-17752

Subject: Complaint End and Investigation

1. **Complaint against:** KINFI INDUSTRIES PVT. LTD

2. **Licensee under :** Bangalore Branch Office

a. GENERAL

i. **Complaint No. & Date :** P-17752 & 20.04.2024

ii. **Name & Address of Complainant:** Babu, 3/205, Sopoatti, Hosur, Krishnagiri, Tamil Nadu - 635110

iii. **Name & Address of recipient of material (if different from ii) -** Same as above

iv. **Product and IS No.:** Packaged drinking water other than packaged natural mineral water
specification third revision & IS 14543

v. **Nature of Complaint (highlight specific shortcomings) :** Misuse of BIS standard mark

vi. **Licence No.-** 6200143993

b. DETAILS OF INVESTIGATION

i. **Place & Date of Investigation :** Krishnagiri, Tamil Nadu & 02.09.2024

ii. **Persons contacted :** Call not answered, not giving any appointment and no response from the
concerned persons

iii. **Details of product :** Purchased drinking water of 1 Litre while travelling from Bellandur to Hosur

iv. **Date of purchase :** 02.09.2024

v. **Total Quantity purchased :** One Water Bottle

vi. **Quantity under complaint :** One Water Bottle

vii. **Source of purchase and details of Bill / Cash Memo (copy of such
document may be collected, if available) :** Reportedly purchased from open market during travel

viii. **Material under complaint Inspected/Repaired/Handled by any other
agency e.g. DGS&D, Local Dealer/Mechanics :** No

ix. **Is product under Warranty/ : Any service contract? :** No

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- x. Action taken by the licensee for redressal of the complaint (if any, till date)[Details of such communication shall be obtained] : No action taken, Licence Expired.
- xi. Whether complainant seeks redressal in the form of repair or replacement of the product under complaint: No, Complaint is made for action against the firm.

c. INSPECTION OF MATERIAL UNDER COMPLAINT

- i. Is material ISI Marked or not? Yes as seen from photo uploaded in complaint
- ii. Whether ISI Mark Genuine or spurious : Expired Licence
- iii. Details of Markings on the product :
- iv. Condition of packing/storage :
- v. Visual Examination :
- vi. Observations in respect of a iii :
- vii. Result of testing at complainant end, if done (attach sheet if necessary) : NA

} Visit could not be done due to non – availability of concern personnel

d. TESTING

- i. Whether sample drawn for independent testing, : No
- ii. If yes, details of sample drawn for independent testing,: NA
- iii. Test request ref. &date : NA
- iv. Laboratory to which sent : NA
- v. Date on which despatched to Lab by self/complainant/BO : NA
- vi. Any other information relevant to the complaint: NA

3. RECOMMENDATIONS: However search and seizure was done on 06-11-2024 and material evidence seized and complaint is being filed in court for misuse of ISI mark of expired licence.

4. CONCLUSIONS: In spite of repeated attempts via phone call, we have not received any response from the concern person. In view of this the complaint may be closed.

As all action is complete, it is recommended that, the complaint may be closed.

प्रीतु कुमर

हस्ताक्षर

पीयूष कुमार गुप्त

वैज्ञानिक-बी/सहायकनिदेशक

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